



# Communications Exchange Meeting

## Meeting Notes December 6, 2007

**Commonwealth Enterprise Solutions Center (CESC)**  
**1:30 – 4 p.m.**

### Participants

Roger Bowling (Aviation)  
Prin Cowan (Motor Vehicle Dealer Board)  
Fred Duball (VITA)  
Larry Ellison, Northrop Grumman  
Leonard Eshmont (Aging)  
Bob Farley (Treasury)  
Ron Giddings (Motor Vehicles)  
Robert Hobblesman (Social Services)  
Captain Ed Hope (State Police)  
Terry Hucks (Dateline)  
Jenny Hunter (VITA)  
Rob Jenkins (Juvenile Justice)  
Jim Keck (Emergency Management)

Vicki Krisnitski (Game & Inland Fisheries)  
Doug McVicar (Northrop Grumman)  
Bob Moore (Alcoholic Beverage Control)  
Courtney Mustin (Minority Business Enterprise)  
Murali Rao (Transportation)  
Debbie Secor (VITA)  
Mike Shaffer (VITA)  
David Simmons (Veterans Services)  
Lem Stewart (VITA)  
David Swynford (VITA)  
Johnny Thomas (Employment Commission)  
Peggy Ward (VITA)  
Scott Wells (Rail & Public Transportation)

26 additional participants dialed in

### Welcome and Opening Remarks

Chief Information Officer (CIO) of the Commonwealth Lem Stewart called the meeting to order at 1:34 p.m. He introduced Northrop Grumman Vice President for the IT Infrastructure Partnership Doug McVicar. Doug has more than 25 years of significant leadership experience with complex programs and transformation efforts. Lem noted the timing was good for a leadership change and asked agencies to join him in supporting Doug and his leadership team.

Mr. McVicar said he is a veteran of a number of enterprise transformation programs. He has completed an initial assessment of the program and sees ways to improve customer service, increase efficiencies, and set the stage for higher quality service. He said he was thrilled to be part of the program and looks forward to meeting and working with each AITR.

Mr. Stewart announced that Department of Planning and Budget will work with agencies to adjust general fund budgets for FY2008 as it did last year following the changes required by the federal government to VITA's cost allocation model.

Mr. Stewart discussed the upcoming move of mainframe computing services over the weekend of December 15-16, following extensive preparation and testing. The ribbon-cutting ceremony for the Southwest Enterprise Solutions Center is December 12 with Governor Kaine. Once the mainframe migration is complete, the next focus will be on disaster recovery in the southwest facility and preparing for the disaster recovery test in April 2008.

Mr. Stewart noted the funding issues related to disaster recovery (DR). He recommended completing an assessment of the Commonwealth's environment, then developing a program to put before the Governor, Governor's cabinet and the legislature describing the state of DR in Virginia, including the strengths, weaknesses, risks and opportunities as well as recommendations and plan to improve continuity of business operations. He estimated the value of a full DR program will be approximately \$40 to \$50 million. He asked everyone to think about putting a workgroup together before the next budget cycle.

Mr. Stewart introduced the notes from the October meeting. He validated with the participants the value of continuing to produce notes at future meetings. No corrections were made and the notes were accepted as written. Mr. Stewart said the meeting agenda was based on recommendations and feedback given at the October meeting.

## **Requested Topic: VITA Customer Councils Update & Questionnaire**

VITA Director of Customer Account Management Debbie Secor provided an update on the VITA Customer Councils that were formed in April 2007. The Councils typically are made up of eight to twelve subject matter experts from agencies, representing all Secretariats. The Small Agency Council is larger, with approximately 25 members. Ms. Secor said the membership had changed on some of the Councils. She will send out revised Council lists and member information.

Ms. Secor said questionnaires were distributed in late September to all members of each Council to learn how they feel about the council concept and establish a baseline for the effectiveness of the councils. A second questionnaire is planned to go out in six months. The questionnaires were concise, with six "agree/disagree" and four "open-ended" questions. The findings are being used to improve the councils and increase communication.

Of the 92 questionnaires distributed, 56 were returned for an overall return rate of 59 percent. Ms. Secor provided an overview of each question and the results. Her presentation is available at <http://www.vita.virginia.gov/councils/default.aspx?id=3169>.

Overall, she reported the customer council concept is catching on and has been adopted by other agencies. The councils are beginning to address the right issues. Councils that have met more frequently are beginning to see the results of their work while others are becoming comfortable with the concept. The need for more communication was a recurring theme in the open-ended questions, along with focus on security, project management processes and clarity around planning. Some members provided positive feedback while others are in "wait and see" mode, questioning whether the councils could foster lasting change.

Ms. Secor said next steps are to share the results of the questionnaire with each council, solicit feedback and create work plans based on the results and council input. The work plans will prioritize issues and include status reporting. VITA is continuing to work on a communications plan for sharing information across the councils. VITA is also developing an online customer satisfaction survey in partnership with Northrop Grumman, planned for release in Spring 2008.

Mr. Stewart said the IT Investment Board Customer Council is a cross-section of VITA's customer base, including leaders from localities and institutions of higher education.

In response to a question from Murali Rao, Fred Duball gave a specific example of how the Partnership Action Council provided feedback and the partnership changed its approach to transformation rollout. Ms. Secor said the IT Investments and Enterprise Solutions Council has found ways to cut back on the amount of paperwork for governing IT projects. Mr. Stewart added that the ITIES Council is recommending a maturity model adapted from Gartner research to reach a different tier of oversight, all the way to the point where projects are self-evaluated.

The maturity model concept was presented to the Joint Legislative Audit and Review Commission (JLARC) on December 3. JLARC staff agreed with the concept and the model and will allow VITA to pilot it next year without having to make *Code* changes. The Council will present the concept to the IT Investment Board in January.

## **What's Hot: Mainframe Migration Dec. 15 – 16**

Mike Shaffer, VITA Service Delivery Manager for Mainframe and Servers, introduced Larry Ellison of Northrop Grumman, who is leading the move activities for the IT Infrastructure Partnership. Mr. Shaffer said the goal of the mainframe move is to make better use of operational efficiencies and to take advantage of the secure environment at CESC.

Mr. Shaffer said all of the servers located in downtown Richmond have been moved in ten logical groups to the CESC successfully. Over the weekend of December 15-16, the team is focused on moving mainframe operations, including related equipment, from Richmond to CESC. He said mainframe print has been moved to CESC and VITA will talk with agencies that have on-site mainframe print about the possibility of consolidating and transferring print services where appropriate.

He provided a high-level timeline of the mainframe cutover activities, highlighting a planned one hour outage of Internet connectivity between 4 and 5 a.m. on Saturday that will impact agencies with servers located at CESC as well as mainframe customers. He emphasized the months of planning and testing undertaken to prepare for the final cutover.

Mr. Ellison said more than 700 servers were moved out of Richmond. Mr. Duball said the teams were very successful in moving the servers and that VITA and Northrop Grumman have a high degree of confidence that the mainframe move will go well. An issue could occur to prevent the cutover, but the team has a high degree of confidence that it will go.

In response to questions from Ron Giddings, Mr. Shaffer clarified that only mainframe print services located at the Richmond Plaza Building were moved. Starting in January, VITA will talk to agencies about the possibility of moving mainframe print to CESC, which is a business decision for the agencies.

In response to a question from Vicki Krisnitski, Mr. Ellison said that IDs for local network switches should not change, and would verify that with Verizon.

Mr. Stewart said Maria Batista from Department of Motor Vehicles was ill and deferred the cybersecurity agency item to a future meeting.

## **What's New: Audio and Data Conference Service**

David Swynford, VITA Commercial Manager, provided an overview of the new audio and data conference service that will replace the legacy VITA conference bridge in downtown Richmond. The legacy solution was effective, but has become obsolete. All conferences are scheduled by staff as "meet me" or operator assisted calls, with onsite support provided during business hours and after-hours support provided as on-call. The current data conferencing solution has limited functionality and is not widely used. Most agencies use WebEx as their preferred solution.

The new conferencing solution provides many new features and benefits through InterCall, a hosted solution provider. Reservationless conferencing allows users to conduct a call immediately, without prior scheduling. Reservationless calls can accommodate up to 125 participants. The call leader can control many aspects of the call from a Web browser,

including adding or removing callers, muting participants, recording the conference and creating sub-conferences for breakout sessions. Data conferencing will use WebEx, seamlessly combining audio and data into an interactive environment.

Mr. Swynford said agencies can determine levels of service they want to authorize for account owners. Reservationless audio conferencing is the service most likely to be used. Agencies should see a reduction in costs, as they will only be billed for lines actually used, not the number of lines reserved.

In response to questions from Jim Keck, Mr. Swynford said a breakdown of savings for Department of Emergency Management could be developed based on current audio and data conferencing usage. Agencies should see savings. The current rate is \$0.06 per minute plus toll-free and long distance charges. The new solution will be \$0.04 to \$0.05 cents per minute with no toll-free or long distance charges.

In response to questions from Vicki Krisnitski, Mr. Swynford said the bill for audio and data conferencing services would be structured based on agency needs.

In response to a question from Prin Cowan, Mr. Swynford said there is no charge for establishing an account. Agencies are only charged for actual usage.

In response to a question from Fred Duball, about a dozen participants indicated that they use the current audio conferencing system.

## Roundtable

Mr. Stewart asked the meeting participants for feedback and comments. Mr. Keck said he is concerned about the difficulty of reading VITA bills. The bill must be certified before the agency will pay it. He requested providing input into a more functional and structured billing capability. Mr. Stewart recommended the Finance Customer Council consider this as a topic.

Rob Jenkins asked whether any analysis is performed on bills prior to release to agencies. His bill jumped from \$270,000 to \$310,000 because of a possible error with transformation equipment coming on the books before the old equipment was removed. Mr. Stewart said some items got behind in the billing. VITA does not have the toolsets he is used to seeing in terms of trends and workloads. Mr. Jenkins said Department of Juvenile Justice is going to create an application to make sure billing is correct.

In response to questions from Mr. Jenkins, Mr. Duball said agencies will not see immediate savings as they move to the MPLS network. The costs take into account more than a specific component – it includes the ongoing maintenance, layer of security and redundancy. Mr. Jenkins said he cannot seem to get a consistent rate. He expects to look at a “menu” and know what it costs. Other agencies are getting different quotes than he is. Mr. Duball and Mr. Jenkins agreed to discuss Department of Juvenile Justice numbers offline. Mr. Stewart agreed with Mr. Jenkins that agencies should be charged the same rate.

David Simmons questioned how VITA is giving Veterans Services more value for the circuits they recommend and suggested VITA quantifying the value. He noted that his central administrative office is in Roanoke. He is required to sign off on VITA bills, which are paper-based. Staff fax the bills to him, which can be more than 100 pages. He requested an automated bill or a file that could be attached and sent by e-mail. Mr. Duball said he would talk with VITA Finance about what’s possible. Bob Farley noted some bills are paper and some are electronic. Mr. Stewart said VITA will look at billing. The immediate task at hand is reconciling the wall-to-wall asset inventories, then looking at tools for better asset integration.

Mr. Stewart noted some changes to committee assignments in the General Assembly. There are new chairs for Senate General Laws and in Transportation for both houses. VITA is monitoring bills and the budget to find anything that influences IT or security issues and policies. He asked participants to share with VITA any language they find through their legislative liaisons to make sure none is missed.

In response to a question from Mr. Keck, Mr. Stewart said he heard there will be little new money for IT projects based on the evaluation of the Recommended Technology Investment Projects (RTIP) Report submitted by the IT Investment Board to the Governor and General Assembly. The Commonwealth is waiting on significant funding for the enterprise applications program and how it moves forward.

Mr. Keck said Department of Emergency Management is undergoing an audit by the Auditor of Public Accounts (APA). They are asking about responsibility for security and disaster recovery. In discussions with them, they don't seem to have an understanding for who's responsible for what. Mr. Stewart said Peggy Ward, Commonwealth Information Security Officer, is working with APA and agencies to validate roles and responsibilities. He recommended Mr. Keck contact Ms. Ward directly.

Mr. Stewart noted that DR is a question of facilities and people, not just hardware and software. If a Commonwealth building burns down, agencies are on their own. Not everything in the CESC is under DR. With the new facilities, the Commonwealth needs to look at what's getting restored and what's not getting restored.

There was no further discussion. Mr. Stewart adjourned the meeting at 3:21 p.m. The next meeting is scheduled for Tuesday, January 22, 2008, at the CESC at 9 a.m. (room opens at 8:30 a.m. for networking).